TARIFF SCHEDULE INDEX



UTILITY: Willow Valley Water Company, Inc. TARIFF SHEET NO. Index REPLACES SHEET NO. N/A DECISION NO. 63612 DOCKET NO. W-01732A-00-0437 TELEPHONE NO. <u>(602) 224-0711</u> EFFECTIVE May 1, 2001 INDEX TARIFF SHEET NO. NO. 1. GENERAL TERMS AND CONDITIONS 2. 2 WATER RATE METER AND SERVICE CONNECTION CHARGES 3 3. 4. SERVICE CHARGE 4 Service Establishment a. Service Re-Connection 4 b. 4 Service Re-Establishment C. 4a d. Late Payment Charge Insufficient Funds (Returned Checks) ... 4a e. 4a f. Meter Test Meter Re-Read 4a q. 4b h. 4b i. Relocation of Meter j. Damage Charge 4b 5 5. DEPOSITS STANDPIPE AND FIRE SERVICE 6. 6

7. CROSS-CONNECTION CONTROL

APPROVED FOR FILING DECISION #: 63612

7

UTILITY: Willow Valley Water Company, Inc.

TARIFF SHEET NO. Summan

REPLACES SHEET NO. N/A

DECISION NO. 63612

EFFECTIVE May 1, 2001

DOCKET NO. <u>W-01732A-00-0437</u> TELEPHONE NO. (602) 224-0711

RATES AND CHARGES

Monthly Usage Charge:

Service Line and Meter Charge*:

	Minimum Gallons	Installation
5/8 x 3/4" 3/4" 1" 1 1/2" 2" 3" 4" 6"	\$\frac{16.25}{22.25} \text{ For } 0 \\ \sqrt{37.25} \text{ For } 0 \\ \sqrt{45.00} \text{ For } 0 \\ \sqrt{105.00} \text{ For } 0 \\ \sqrt{150.00} \text{ For } 0 \\ \sqrt{200.00} \text{ For } 0 \\ \sqrt{300.00} \text{ For } 0 \\ 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5/8 x 3/4" \$ 445.00 3/4" \$ 515.00 1" \$ 590.00 1 1/2" \$ 820.00 2" \$ 1,380.00 3" \$ 1,935.00 4" \$ 3,030.00 6" \$ 5,535.00 * plus actual road crossing charges
		pras account road crossing charges

Gallonage Charge - Per 1,000 Gallons 1-8,000 gallons \$1.10 Over 8,000 gallons \$1.70

FIRE SPRINKLER SERVICE

1% of Monthly Minimum for a Comparable Sized Meter Connection, but no less than \$5.00 per month. The Service Charge for Fire Sprinklers is only applicable for service lines separate and distinct for the primary water service line.

Standpipe Service \$2.00 per 1,000 gallons

DECISION #: (2

F	Stablishment Stablishment	\$ SERVICE \$ 35.00 \$ 45.00	CHARGES After Hour Services Charges	\$45.00 per hour
F	(after Hours) Reconnection (delinquent)	\$ 35.00	Re-establishment (within 12 months)	Monthly minimum
Ŋ	Meter Test Meter Re-Read	\$ 30.00 \$ 20.00	,	No. of months off system
Ŋ	ISF Check	\$ 15.00	Deferred Payment	1.5%
Ι	Deposit (residential)	2 x Avg. Bill	Late Payment Charge	Greater of 1.5% or \$5.00
	Deposit (non-		-	
1	residential)	2.5 x Max. Bill	Moving Meter at Customer Request	\$ <u>Cost</u>
	APPROVED FOR FILING		Backflow	Per Tariff No. 7
	DE010101 11 / 2/12		Prevention	

IN ADDITION TO THE COLLECTION OF ITS REGULAR RATES AND CHARGES, THE COMPANY SHALL COLLECT FROM ITS CUSTOMERS THEIR PROPORTIONATE SHARE OF ANY SPECIAL ASSESSMENTS, TAXES OR SURCHARGES THAT ARE OR MAY BE IMPOSED BY THE STATE OF ARIZONA, ANY POLITICAL SUBDIVISION OR ANY OTHER GOVERNMENTAL AGENCY.

UTILITY: Willow Valley Water Company, Inc.	TARIFF SHEET NO.	<u>\L</u> 1
	REPLACES SHEET NO	N/A
DOCKET NO. <u>W-01732A-00-0437</u>	DECISION NO.	63612

OBIGINIAL

EFFECTIVE May 1, 2001

NO. 1

TELEPHONE NO. (602) 224-0711

GENERAL TERMS AND CONDITIONS

Water service provided by the Company is provided pursuant to the Articles of Incorporation and Bylaws of Company, the terms and conditions governing water utilities as adopted by the Arizona Corporation Commission ("Commission"), in particular A.A.C. R14-2-401 through R14-2-412, as well as any other applicable law or regulation governing the provision of water service in the State of Arizona, unless modified by a specific tariff provision approved herein.

APPROVED FOR FILING

TARIFF SCHEDULE ORIGINAL

UTILITY: Willow Valley Water Company, Inc.	TARIFF SHEET NO.	2
	REPLACES SHEET NO	N/A
DOCKET NO. W-01732A-00-0437	DECISION NO.	63612
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NO. 2

WATER RATE

This rate is for water used through water meters legally connected to the Company's distribution system.

Meter Size	Monthly Minimum	
5/8 x 3/4"	\$ 16.25	
3/4"	22.25	
1 **	37. 25	
1 1/2"	45.00	
2"	105.00	
3"	150.00	
4"	200.00	
6"	300.00	

Monthly Usage Charge

Gallonage Charge - Per 1,000 Gallons 1-8,000 gallons \$1.10 Over 8,000 gallons \$1.70

Adjustments

In addition to the collection of its regular rates and charges, the Company shall collect from its customers their proportionate share of any special assessments, taxes or surcharges that are or may be imposed by the State of Arizona, any political subdivision or any other governmental agency.

APPROVED FOR FILING



UTILITY: Willow Valley Water Company, Inc. TARIFF SHEET NO. 3

REPLACES SHEET NO. N/A

DOCKET NO. W-01732A-00-0437

DECISION NO. 63612

TELEPHONE NO. (602) 224-0711

EFFECTIVE May 1, 2001

NO. 3 METER AND SERVICE CONNECTION CHARGES

METER SIZE 5/8" x 3/4" 445.00 3/4" 515.00 7 " 590.00 1-1/2" 820.00 2" 1,380.00 311 1,935.00 4 " 3,030.00 611 5,535.00

The above charges cover circumstances where a road crossing is not necessary. Where a road crossing is required, the actual cost of crossing the roadway (e.g., boring and repaving), will be added to the above charges.

These charges are an advance-in-aid-of-construction and will be repaid by the water utility by an annual credit of one-tenth of the amount received by the utility; said credit to be applied to the November bill until fully paid.

The utility may, at its option, request the customer to enter into a contribution-in-aid-of-construction or advance-in-aid-of-construction agreement pursuant to A.A.C. R14-2-406 in lieu of this tariff.

Adjustments

In addition to the collection of its regular rates and charges, the Company shall collect from its customers their proportionate share of any special assessments, taxes or surcharges that are or may be imposed by the State of Arizona, any political subdivision or any other governmental agency.

APPROVED FOR FILING
DECISION #636/2



UTILITY: Willow Valley Water Company, Inc.	TARIFF SHEET NO.	4
	REPLACES SHEET NO	N/P
DOCKET NO. W-01732A-00-0437	DECISION NO.	63612
TELEPHONE NO. (602) 224-0711	EFFECTIVE May	1, 2001

NO. 4

SERVICE CHARGE

a. <u>SERVICE ESTABLISHMENT</u>

A non-refundable service establishment charge of \$35.00 will be paid each time the Company is requested to establish water service to the Company's delivery point (turn-on). The service establishment charge will be \$45.00 if the customer requests water service to be established after the Company's normal working hours.

b. SERVICE RE-CONNECTION

A non-refundable service re-connection charge of \$35.00 must be paid by the customer prior to the re-establishment of water service each time the water is disconnected for non-payment or whenever the service is disconnected for failure otherwise to comply with the Utilities' fixed rules regulations or orders of the Arizona Corporation Commission and/or the laws of the State of Arizona.

C. SERVICE RE-ESTABLISHMENT

A non-refundable service re-establishment charge equal to the number of months the customer is off the system times the applicable monthly minimum must be paid by the customer prior to the re-establishment of water service at the same location where the same customer, or a member of the customer's household, had ordered a service disconnection within the preceding twelve-month period.

APPROVED FOR FILING

ORIGINAL

UTILITY: Willow Valley Water (Company, Inc.	TARIFF SHEET NO).	<u>4a</u>
		REPLACES SHEET	NO	N/A
DOCKET NO. W-01732A-00-0437	***************************************	DECISION NO		63612
TELEPHONE NO. (602) 224-0711		EFFECTIVE	May 1,	2001
NO. 4a	SERVICE CHARGE	- continued		

d. LATE PAYMENT CHARGE

Bills are due and payable when rendered. Any payment not received within fifteen (15) days from the date the bill is rendered shall be considered delinquent. The Company may terminate water service upon any delinquent account on providing the customer written notice at least ten (10) days prior to termination. The notice shall provide, at a minimum, the information contained in A.A.C. R14-2-410 D.2. Any payment made more than twenty-five (25) days after the date the bill is rendered shall be subject to a late payment penalty of 1.5% of the outstanding balance per month or \$5.00, which ever is greater. A Deferred Payment Charge shall be applied rather than a Late Payment Charge, where Company has agreed to a deferred payment plan.

e. INSUFFICIENT FUNDS (Returned Checks)

A charge of \$15.00 will be charged if a check is returned from the bank for insufficient funds. Tendering a check covered by insufficient funds does not relieve the customer of his/her obligation to make timely payments on the original billing, nor prevent the Company from otherwise terminating service for non-payment.

Additionally, the Company may require the customer to make payments in cash, money order, certified check, or other means acceptable to the Company.

f. METER TEST

Meters will be tested at the customer's request after the Company has received a testing fee of \$30.00 before the bill becomes delinquent. If the meter is found to over-register above 3 percent (3%) of the correct volume, the testing fee will be refunded to the customer, or at the Company's option, credited on the customer's next bill.

g. METER RE-READ

Meters will be re-read at the customer's request after the Company has received a re-read fee of \$20.00 before the next bill becomes delinquent. If the re-read indicates the meter was over-read, the fee will be refunded to the customer or, at the Company's option, credited on the customer's next billing.

APPROVED FOR FILING DECISION #:636/2



UTILITY: Willow Valley Water Company, Inc.	TARIFF SHEET NO	4b
	REPLACES SHEET NO	N/A
DOCKET NO. W-01732A-00-0437	DECISION NO.	63612
TELEPHONE NO. (602) 224-0711	EFFECTIVE May	1, 2001

NO. 4b

SERVICE CHARGE - continued

h. DEFERRED PAYMENT CHARGE

If prior approval has been obtained from the Company before a bill is delinquent, part of the bill may be deferred until a later date, but a deferred payment charge at the rate of 1.5% of the outstanding balance will be added to the bill.

i. RELOCATION OF METER

Whenever a meter is moved at a customer's request or becomes necessary due to actions of the customer (e.g., lot lines are changed or access obstructed, etc.), the customer shall be charged the cost incurred by Company in moving the meter, including the cost of any line extension. Cost shall include labor, materials, engineering, document preparation and overhead.

j. DAMAGE CHARGE

The actual cost of repair shall be added to the customer's bill, if damage is incurred to Company's meter locks, valves or seals dedicated to service customer. This charge is in addition to any other remedy available to Company at law or equity.

Adjustments

In addition to the collection of its regular rates and charges, the Company shall collect from its customers their proportionate share of any special assessments, taxes or surcharges that are or may be imposed by the State of Arizona, any political subdivision or any other governmental agency.

APPROVED FOR FILING



UTILITY: Willow Valley Water Company, Inc.	TARIFF SHEET NO	5
	REPLACES SHEET NO	N/A
DOCKET NO. W-01732A-00-0437	DECISION NO.	63612
TELEPHONE NO. (602) 224-0711	EFFECTIVE May	1, 2001

NO. 5 DEPOSITS

Residential customer deposits shall be two times the average residential class bill as evidenced by the Utility's most recent annual report filed with the Commission.

Non-residential customer deposits shall be two and one-half times that customer's estimated maximum monthly bill.

The Utility may review the customer's usage after service has been connected and adjust the deposit amount based upon the customer's actual usage.

Interest on deposits shall be calculated annually at a 6 percent (6%) rate and shall be credited to the customer's bill annually.

Refunds of deposits shall be in accordance with A.A.C. R14-2-403 B. 5.

Adjustments

In addition to the collection of its regular rates and charges, the Company shall collect from its customers their proportionate share of any special assessments, taxes or surcharges that are or may be imposed by the State of Arizona, any political subdivision or any other governmental agency.

APPROVED FOR FILING
DECISION #:63612



UTILITY: Willow Valley Water Company, Inc.	TARIFF SHEET NO.	6
	REPLACES SHEET NO	N/A
DOCKET NO. W-01732A-00-0437	DECISION NO.	63612
TELEPHONE NO. (602) 224-0711	EFFECTIVE May	1, 2001

NO. 6

STANDPIPE AND FIRE SERVICE

This tariff relates to unmetered water service at fire sprinklers, standpipes, if any, or fire hydrants.

Fire Sprinkler Service Charge

There shall be a charge equal to 1% of the Monthly Minimum for a Comparable Sized Meter Connection, but no less than \$5.00 per month. This charge applies only for service lines separate and distinct from the primary water service line.

Standpipe Charge

\$2.00 per 1,000 gallons

APPROVED FOR FILING

DECISION #: 63612

The Company is not in the fire protection business and will supply only such water at such pressures as may be available from time to time as a result of the normal operation of its water system. The Company will maintain a minimum water pressure of 20 p.s.i and will not guarantee a specific gallons-per-minute flow rate at any of the fire hydrants or standpipes installed. In the event service is interrupted or irregular or defective or fails from causes beyond the Company's control or through ordinary negligence of its employees, servants or agents, the Company will not be liable for any injuries or damages arising therefrom.

The customer shall make no claim against the Company for any loss or damage resulting from services provided for fire protection purposes except for the Company's gross negligence.

The Company shall furnish, install, own and maintain all public fire hydrants, subject to any advance-in-aid-of-construction agreement or maintenance agreement that may be required by the Company.

Only duly authorized public authorities shall have access to the fire hydrants of the Company for fire fighting purposes. Company may impose reasonable restrictions upon such access and may require that the public authority inspect them at no charge to the Company. Water shall not be used from fire hydrants or fire sprinklers for any purpose other than fire protection unless prior written consent is obtained from the Company. Charges will be made for water used at standpipes and fire hydrants at the rates set forth above and the Company may collect refundable deposits as a condition to allowing such access.

Adjustments

In addition to the collection of its regular rates and charges, the Company shall collect from its customers their proportionate share of any special assessments, taxes or surcharges that are or may be imposed by the State of Arizona, any political subdivision or any other governmental agency.

U'	ТΠ	ITY	: Willow	Valley	Water	Company,	Inc.

TARIFF SHEET NO. ____7

REPLACES SHEET NO. N/A

DOCKET NO. W-01732A-00-0437

DECISION NO. 63612

TELEPHONE NO. (602) 224-0711

_EFFECTIVE May 1, 2001

NO. 7

CROSS-CONNECTION CONTROL

ORIGINAL

APPLICABILITY:

All Customers served by Willow Valley Water Company.

PURPOSE:

To protect the public water supply from the possibility of contamination caused by backflow through unprotected cross-connections by requiring installation and periodic testing of backflow-prevention assemblies pursuant to provisions of the Arizona Administrative Code (A.A.C.) R14-2-405.B.6 and A.A.C. R18-4-115.

BACKFLOW/CROSS-CONNECTION CONDITIONS:

In compliance with the rules and regulations of the Arizona Corporation Commission and the Arizona Department of Environmental Quality, specifically A.A.C. R14-2-405B.6 and A.A.C. R18-4-115 relating to backflow prevention:

- 1. Willow Valley Water Company may require a customer to pay for and install a backflow-prevention assembly if A.A.C. R18-4-115.B or C applies.
- 2. A backflow-prevention assembly required to be installed by the customer under Paragraph 1 of this tariff shall comply with the requirements set forth in A.A.C. R18-4-115.D and E.
- 3. Subject to the provision of A.A.C. R14-2-407 and 410 and in accordance with Paragraphs 1 and 7 of this tariff, Willow Valley Water Company may terminate service or deny service to a customer who fails to install a backflow-prevention assembly as required by this tariff.
- 4. Willow Valley Water Company shall give any existing customer who is required to install a backflow-prevention assembly written notice of said requirement. If A.A.C. R14-2-410B.1.a is not applicable, the customer shall be given thirty (30) days in which to comply with this notice. If the customer can show good cause as to why he cannot install the device within thirty (30) days, Willow Valley Water Company or Commission Staff may suspend this requirement for a reasonable period of time.

APPROVED FOR FILING

UTILITY: Willow Valley Water	Company, Inc.	TARIFF SHEET NO.	7 <u>a</u>
		REPLACES SH	IEET NO. <u>N/A</u>
DOCKET NO. <u>W-01732A-00-</u>	0437	DECISION NO	. 63612
TELEPHONE NO. (602) 224-0	711 EFFECTIVE	E <u>May 1, 2001</u>	ORIGINAL
NO. 7a	CROSS-CONNECTION	N CONTROL (cont.)	

- 5. Testing shall be in conformance with the requirement of A.A.C. R18-4-115F. Willow Valley Water Company may require the customer to pay to have the backflow-prevention assembly tested as long as the Company does not require an unreasonable number of tests. Willow Valley Water Company may also require the customer to pay for repairs to a backflow-prevention assembly.
- 6. The customer shall provide Willow Valley Water Company with records of installation and testing. For each backflow-prevention assembly, these records shall include:
 - a. assembly identification number and description;
 - b. location⁵
 - c. date(s) of test(s);
 - d. description of repairs and recommendations for repairs made by tester; and
 - e. the tester's name and certification number.
- 7A. In the event the backflow-prevention assembly does not function properly or fails a test, and a hazard as contemplated under A.A.C. R14-2-410B.1.a exists, Willow Valley Water Company may terminate service immediately and without notice. The backflow-prevention assembly shall be repaired or replaced by the customer and retested before service is restored.
- 7B. In the event the backflow-prevention assembly does not function properly or fails any test, or in the event that a customer fails to comply with the testing requirement, and A.A.C. R14-2-410B.1.a is not applicable, the backflow-prevention assembly shall be repaired or replaced within fourteen (14) days of the initial discovery of the deficiency in the assembly or its function. Failure to remedy the deficiency or dysfunction of the assembly, or failure to retest, shall be grounds for termination of water service in accordance with A.A.C. R14-2-410.

Adjustments

In addition to the collection of its regular rates and charges, the Company shall collect from its customers their proportionate share of any special assessments, taxes or surcharges that are or may be imposed by the State of Arizona, any political subdivision or any other governmental agency.

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APPROVED FOR FILING DECISION #:636(2

Utility: Willow Valley Water Company, Inc.

Docket No.: W-01732A-04-0935

Phone No.: 602-224-0711



Sheet No: 1 of 4
Decision No.:
Effective: 01-26-05

CURTAILMENT PLAN FOR WILLOW VALLEY WATER COMPANY, INC. (Template 063004)

ADEQ Public Water System Nos: 08-040, 08-034 and 08-129

Willow Valley Water Company, Inc. ("Company") is authorized to curtail water service to all customers within its certificated area under the terms and conditions listed in this tariff.

This curtailment plan shall become part of the Arizona Department of Environmental Quality Emergency Operations Plan for the Company.

The Company shall notify its customers of this new tariff as part of its next regularly scheduled billing after the effective date of the tariff or no later than sixty (60) days after the effective date of the tariff.

The Company shall provide a copy of the curtailment tariff to any customer, upon request.

Stage 1 Exists When:

Company is able to maintain water storage in the system at 100 percent of capacity and there are no known problems with its well production or water storage in the system.

<u>Restrictions</u>: Under Stage 1, Company is deemed to be operating normally and no curtailment is necessary.

Notice Requirements: Under Stage 1, no notice is necessary.

Stage 2 Exists When:

- a. Company's water storage or well production has been less than 80 percent of capacity for at least 48 consecutive hours, and
- b. Company has identified issues such as a steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief the Company will be unable to meet anticipated water demand on a sustained basis.

<u>Restrictions</u>: Under Stage 2, the Company may request the customers to voluntarily employ water conservation measures to reduce water consumption by approximately 50 percent. Outside watering should be limited to essential water, dividing outside watering on some uniform basis (such as even and odd days) and eliminating outside watering on weekends and holidays.

ADMINISTRATIVELY APPROVED FOR FILING

Utility: Willow Valley Water Company, Inc.

Docket No.: W-01732A-04-0935

Phone No.: 602-224-0711

ORIGINAL

<u>Notice Requirements</u>: Under Stage 2, the Company is required to notify customers by delivering written notice door to door at each service address, or by United States first class mail to the billing address or, at the Company's option, both. Such notice shall notify the customers of the general nature of the problem and the need to conserve water.

Stage 3 Exists When:

- a. Company's total water storage or well production has been less than 50 percent of capacity for at least 24 consecutive hours, and
- b. Company has identified issues such as a steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief the Company will be unable to meet anticipated water demand on a sustained basis.

<u>Restrictions</u>: Under Stage 3, Company shall request the customers to voluntarily employ water conservation measures to reduce daily consumption by approximately 50 percent. All outside watering should be eliminated, except livestock, and indoor water conservation techniques should be employed whenever possible. Standpipe service shall be suspended.

Notice Requirements:

- 1. Company is required to notify customers by delivering written notice to each service address, or by United States first class mail to the billing address or, at the Company's option, both. Such Notice shall notify the customers of the general nature of the problem and the need to conserve water.
- 2. Beginning with Stage 3, Company shall post at least 2 signs per system showing the curtailment stage. Signs shall be posted at noticeable locations, like at the well sites and at the entrance to major subdivisions served by the Company.
- 3. Company shall notify the Consumer Services Section of the Utilities Division of the Corporation Commission at least 12 hours prior to entering Stage 3.

Once Stage 3 has been reached, the Company must begin to augment the supply of water by either hauling or through an emergency interconnect with an approved water supply in an attempt to maintain the curtailment at a level no higher than Stage 3 until a permanent solution has been implemented.

ADMINISTRATIVELY
APPROVED FOR FILING

Utility: Willow Valley Water Company, Inc.

Docket No.: W-01732A-04-0935

Phone No.: 602-224-0711

Sheet No: 3 of 4 Decision No.:

Effective: 01-26-05

Stage 4 Exists When:

ORIGINAL

a. Company's total water storage or well production has been less than 25 percent of capacity for at least 12 consecutive hours, and

b. Company has identified issues such as a steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief the Company will be unable to meet anticipated water demand on a sustained basis.

<u>Restrictions</u>: Under Stage 4, Company shall inform the customers of a **mandatory** restriction to employ water conservation measures to reduce daily consumption. Failure to comply will result in customer disconnection. The following uses of water shall be prohibited:

- Irrigation of outdoor lawns, trees, shrubs, or any plant life is prohibited
- ♦ Washing of any vehicle is prohibited
- The use of water for dust control or any outdoor cleaning uses is prohibited
- The use of drip or misting systems of any kind is prohibited
- ♦ The filling of any swimming pool, spas, fountains or ornamental pools is prohibited
- The use of construction water is prohibited
- Restaurant patrons shall be served water only upon request
- Any other water intensive activity is prohibited

The Company's operation of its standpipe service is prohibited. The addition of new service lines and meter installations is prohibited.

Notice Requirements:

- 1. Company is required to notify customers by delivering written notice to each service address, or by United States first class mail to the billing address or, at the Company's option, both. Such notice shall notify the customers of the general nature of the problem and the need to conserve water.
- 2. Company shall post at least **2 signs per system** showing curtailment stage. Signs shall be posted at noticeable locations, like at the well sites and at the entrance to major subdivisions served by the Company.
- 3. Company shall notify the Consumer Services Section of the Utilities Division of the Corporation Commission at least 12 hours prior to entering Stage 4.

ADMINISTRATIVELY
APPROVED FOR FILING

REVISED: June 30, 2004

Utility: Willow Valley Water Company, Inc.

Docket No.: W-01732A-04-0935

Phone No.: 602-224-0711

Sheet No: 4 of 4 Decision No.:

Effective: 01-26-05

ORIGINAL

Once Stage 4 has been reached, the Company must augment the supply of water by hauling or through an emergency interconnect from an approved supply or must otherwise provide emergency drinking water for its customers until a permanent solution has been implemented.

Customers who fail to comply with the above restrictions will be given a written notice to end all outdoor use. Failure to comply within two (2) working days of receipt of the notice will result in temporary loss of service until an agreement can be made to end unauthorized use of outdoor water. To restore service, the customer shall be required to pay all authorized reconnection fees. If a customer believes he/she has been disconnected in error, the customer may contact the Commission's Consumer Services Section at 1-800-222-7000 to initiate an investigation.